Roller Type
5 Series Printer

FAQ

Revised Time	Description	Remark
2008/9	The first edition.	
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1. Before Printing

Q1. Is it possible for P510S to print Magic-Coating?
Answer:
P510S is not possible to process Magic-Coating. You might consult your HiTi supplier for other HiTi printers for this function.

1.1 Transportation

Q1. What should I do before the transportation?
Answer:
Be ware to take off the paper and ribbon then make the printer ready. If you fail to do so before the transportation, chance is that the printer might get defective in 'Pinch Cam Error' or 'Platen Cam Error'.

Q2. How should I carry/move the printer, it's quite heavy?
Answer:
You may contact HiTi Sales department for the P510S carry bag purchase information.

1.2 Set Up

Q1. How can I install the driver?
Answer:
It is recommended to download latest driver from HiTi website at
http://download.HiTi.com/index.asp?MLang=english

Follow the steps below to complete the installation.
- Unzip the driver file downloaded from the above website.
- Execute "autorun.exe" to proceed the program.
- After the copy is completed, the system will remind you to connect the USB to complete the installation.
- Power on the printer and connect your printer to PC via USB port.
- PC will start to copy the files.
- Installation completed.

Q2. What is the compatible OS to P510S?
Answer:
Microsoft Win2K, WinXP, WinXP_X64, Vista32, Vista64.
MAC 10.3, MAC 10.4, MAC 10.5.

Q3. What is the power consumption of 510S?
Answer:
The 510S consumes 280W~400W during printing.

Q4. What can I do when the color does not match the screen?
Answer:
We suggest using the color chart to compare with screen output and adjust the screen to match with the printout. Please refer to the user manual of how to use the color chart.

2.1 Software

Q1. What is the compatible software HiTi provides to P510S?

Answer:

Followings could work with P510S.

- **Event Desiree Deluxe:** Aiming at the event photographers that focus on instant pictures. Help to effectively control the on-site printing.
- **ID Quick Desiree:** Aiming at the ID market that lightening 3 steps away to print your ID. Also the friendly user-define interface to customize your own ID layout.
- **Kiosk Desiree:** Simulate the Kiosk-like environment, ensure the photo studios the best efficient way to run the business.

Q2. What can I do to adjust the color to my desired setting?

Answer:

The color matching is always a big and important lesson for all HiTi lovers, theoretically you will have to use a color meter to detect the correct color, also a monitor calibrator to correct the display color. The easiest way we suggest user to adjust color is to make your printout closer to screen, or conversely make your screen closer to printout.

- Ways to adjust the printout closer to your screen.
- ➢ Select different color profile provided by HiTi. Go to "Printer/fax"/ "Preference setting"/ "Color", select different color profiles, then process a print through your conventional software. Do the comparison and see if it meets the standard.
    - o HiTi Lucido Color:
    - o HiTi Classic
    - o Use Window color management profiles
    - o Do not use color management setting
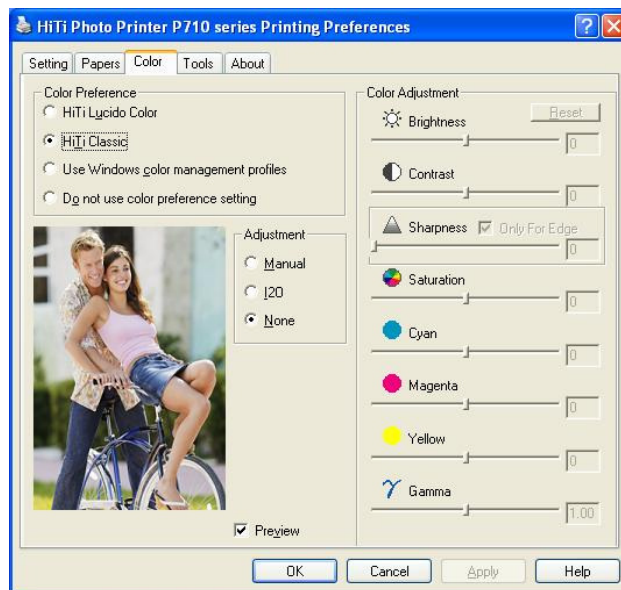
- ➢ Select "color adjustment" in the red area to process a detail adjustment:
    - o "Manual" to adjust the detail color parameters in the right side.
    - o "I2O" to adjust the "sharpness" base on some HiTi default setting.
    - o "None", not to adjust any setting.

2.1.2 ID Quick Desiree

Q1. What is the difference between ID Qick Desiree and ID Desiree?
Answer:
ID Quick Desiree
- ID Quick Desiree is a software for a quick print job for ID business. No color adjustment, just select the ID photo and load it to the layout, then print. 3 Steps away to get your ID.
- Flexible desgin tool for ID Layout. Biometric line and different size for customized ID business.

ID Desiree V2.0
- ID Desiree have color adjustment function that enables you to change every ID details before printing
- Preferable for ID printing plus color adjustment!!

2.2 Error Handling

Q1. What should I do when a "Paper Out" message occurs?
Answer:
Wrinkled edges of paper could cause paper out problem. Please cut-off paper and make sure the paper is completely new and flat.
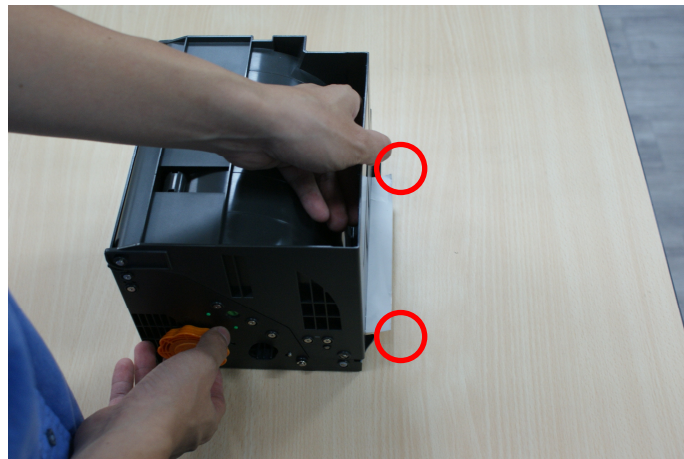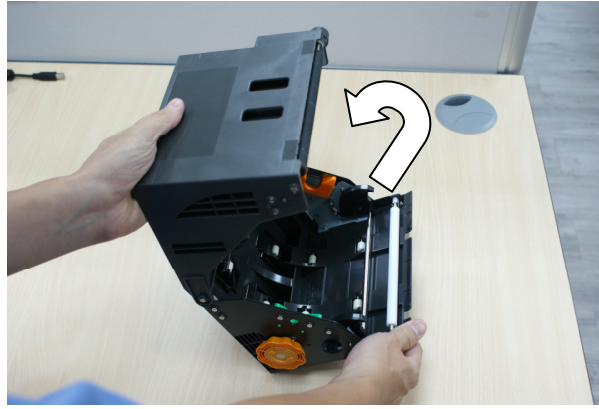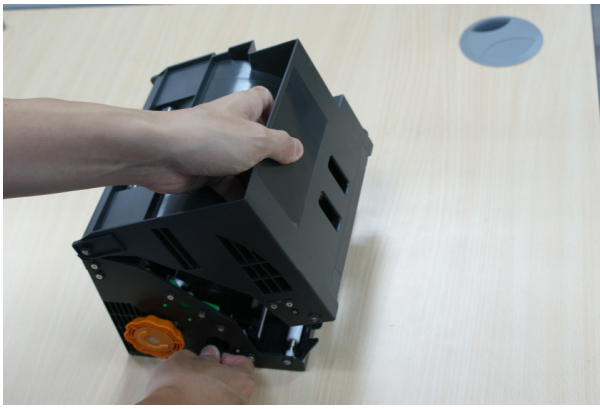

Please check if the following 2 rollers are dusty or contaminated in the paper box. If they're dusty or oily, please clean them.

After cleaning rollers properly, please follow the below safety instruction to install the paper roll into the paper box.

Place the paper box on a flat solid surface then open it.

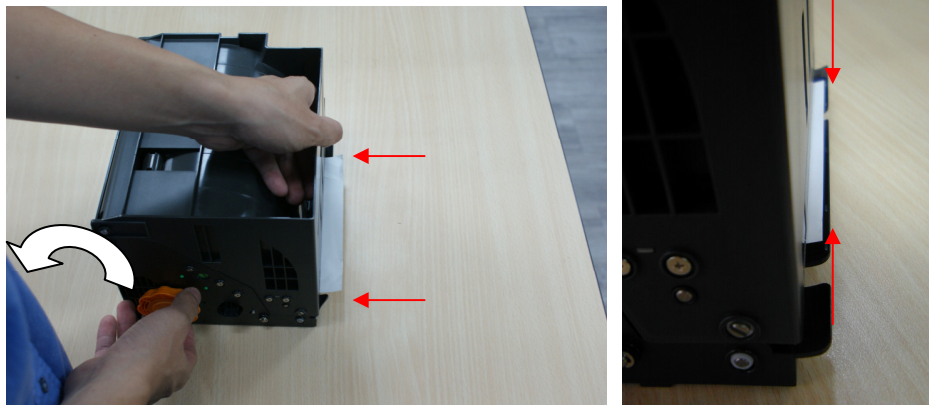Have it widely opened and insert the paper roller

Hold the paper.

Flip the paper box back to standing position and close the paper box.

Turn the knob clockwisely to pull paper to the correct position as shown below (Let paper installed inside the front of tray).
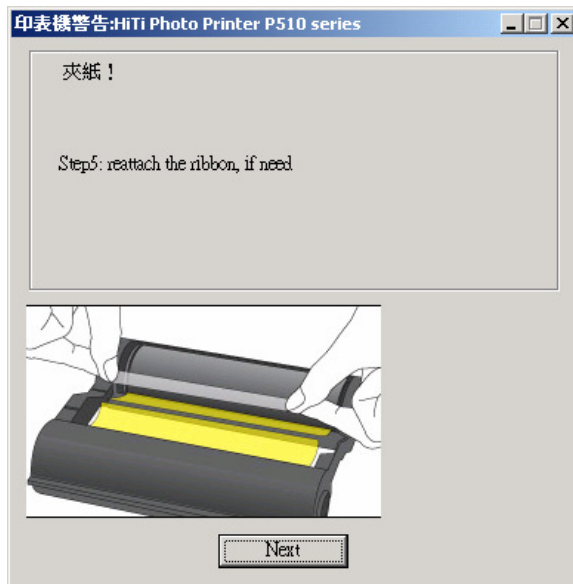
Q2. What Should I do when a "Paper Jam" message occurs?

Answer:

When the paper is jammed inside, the printer will automatically guide you with the process of how to solve it manually. Please follow the instruction as to each picture indicated.

印表機警告:HiTi Photo Printer P510 series

夾紙！

Step1: twist the holder counterclockwise or use screwdriver to retrieve paper

Next

印表機警告:HiTi Photo Printer P510 series

夾紙！

Step2: pull out the paper box

Next

印表機警告:HiTi Photo Printer P510 series

夾紙！

Step3: cut off the incompleted paper

Next

印表機警告:HiTi Photo Printer P510 series

夾紙！

Step4: eject the ribbon

Next

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夾紙！

Step5: reattach the ribbon, if need

[Next]

印表機警告:HiTi Photo Printer P510 series

夾紙！

Step6: option of cutting paper

◉ No
○ Yes

[Next]

Q3. What should I do when a "Ribbon Missing" or "Ribbon Read/Write Error" message occurs?

Answer:

Please try another ribbon cartridge to ensure what the problem is (To confirm it is a 'ribbon cartridge detecting problem' or 'printer's detecting problem'.) Call HiTi service center for further assistance if it is a 'printer's detecting problem'. Please use an eraser to clean the chip that is attached to the ribbon cartridge if it is a 'ribbon cartridge problem'.

Q4. What should I do when a "UNSUPPORTED RIBBON" message occurs?
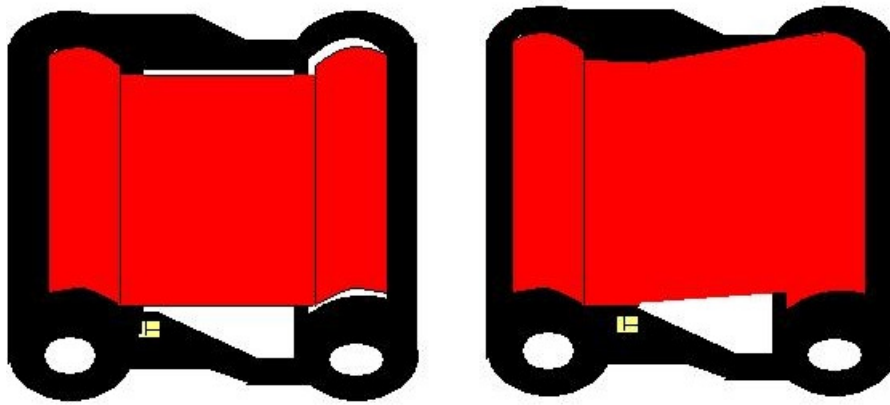
Answer:

Please make sure the ribbon is bought from HiTi authorized distributor or dealer. Note that there are several different kinds of ribbon that are suitable for different environment/countries, and they are not compatible to each printer.

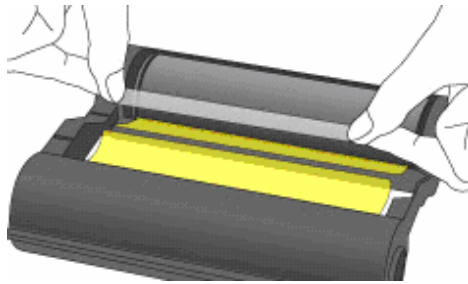## Q5. What should I do when a "Ribbon Out" message occurs before ribbon run out actually?

Answer:

Please check the ribbon; make sure it is wound to the correct position.

Please make sure the ribbon was not torn off. Please use any cellular tape to reattach the ribbon back to its original position if ribbon is broken.

Q6. What should I do when a "Paper Mismatch" message occurs?
Answer:
Please make sure the ribbon cartridge you are using matches the type of paper roll. The ribbon cartridge and paper roll comes in a set. The 6x4 and 6x9 ribbon cartridges can be used with the 6 inches paper roll, but the 5x7 ribbon cartridge can only work with 5 inches paper roll.

Q7. My printer is showing ribbon mismatch when I tries to print, what is the problem?
Answer:
Please make sure the ribbon cartridge you are using matches the paper roller.
For example:
The ribbon cartridge and paper roll comes in a set, so the 4x6 ribbon can only be used with the 4x6 ribbon, 5x7 should only works with 5x7, and the 6x9 can be used with 6x8, 6x9 and 6x9 2UP(4x6 combined with one 6x9 page).

2.3 Operation

Q1. Why the printer stops while attempting to process more than one print in the same job?
Answer:
The printer HiTi P510S support USB 2.0 High speed interface. If your PC is equipped with USB 1.0 interface, the data images might not be able to completed with more than one job. Upgrade your USB interface could solve this problem.

3.After Printing

Q1. Why the ribbon is running out but there is still paper left?
Answer:
HiTi provides some additional papers on each standard paper roll for error and contamination handling so the paper may leave some after printing a roll of ribbon. User should cut off polluted papers before printing so the printout won't have dust or finger prints.

Please also confirm has each ribbon roll been run out completely. If not, please contact HiTi service center for assistance.

Q2. Why the paper is running out but there is still ribbon left?
Answer:
You might cut some papers due to errors or contamination before. That would be the reason why ribbon left but paper run out.

Q3. Can I leave the printer powered on when I change the consumables?
Answer:
No, Please make sure your printer is powered off before replacing the consumables.

3.1 Maintenance

Q1. When should I clean my P510S and where should I clean it?
Answer:
The best cleaning timing will be (a) 1 time/ 1 month (b) 1 time/ 1 paper roll

Q2. What should I do if there is always white edge problem coming out with my printout?
Answer:
- Check the default test chart from stand-alone mode. (Press "menu" in "ready" status, then press, "enter" to print when you see "Test Print Mode"). If the printout is fine, the problem will be your source image size.
- If it is size problem of your source image, do follow suggested resolution below about the image size to process the printing.
  o 4x6=1844x1240 pixels
  o 6x8=1844x2434 pixels
  o 6x9=1844x2740 pixels
- When first load the paper, the beginning few prints might have some white skew because of the unstable status of paper alignment.
- Try to adjust the printing area from driver.
  o Go to "printer/fax" then choose "HiTi Photo Printer P510S series", right click the mouse and choose "Printer preference"
  o Go to "Tools" then choose "Print reference" to print the reference chart. From the reference chart, you could decide your own printing area.

3.2 Defective Printout

Q1. What should I do if the printout has a band?
Answer:
Please try a different USB port, external USB adapter or another PC. If the problem keeps occurring, please contact your HiTi service center for assistance.

Q2. What should I do if the printout has abnormal color?
Answer:
Please try a different USB port, external USB adapter or another PC. If the problem keeps occuring, please contact your HiTi supplier for repair.

Q3. What should I do if the printout has a white line cross it?
Answer:
Please clean the thermal head. If the problem keeps occuring, please contact your HiTi supplier for repair.

Q4. What should I do if the printout has dust?

Answer:

Please clean the printer periodically. One paper roll once at least. Cover the printer if you don't use it for a long time.

Where to clean:
- Thermal head.
- Visable rollers.
- Holes of fan.
- Case.